



Public Service Commission of South Carolina  
Tariff Summary Sheet as of March 10, 2010

New Dimension Communications, Inc. d/b/a/ Fast Phones

Tariff Service: Local

This document is the complete version of the tariff on file and contains the following approved revisions. Detailed information is available for each revision on the Commission's E Tariff website (<http://etariff.psc.sc.gov>).

Revision	Date Filed	Effective Date	# of Pages
E2010-58	3/4/10	3/10/10	7
<u>Summary:</u> Replacement Tariff Pages			

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South Carolina PSC Tariff No. 2 of New Dimension Communications, Inc.  
d/b/a Fast Phones  
replaces, in its entirety,  
S.C. PSC Tariff (Local Exchange and Interexchange Services) of New  
Dimension Communications, Inc.

TITLE SHEET

SOUTH CAROLINA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service for Telecommunications Services furnished by New Dimension Communications, Inc. d/b/a Fast Phones, with principal offices at 597 Old Mt. Holly Road, Ste. 301, Goose Creek, South Carolina 29445.

This tariff applies for services furnished within the state of South Carolina.

This tariff is on file with the South Carolina Public Service Commission, and copies may be inspected, during normal business hours, at the company's principal place of business.

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Issued: August 14, 2008

Effective: December 22, 2009

By:

Wayne Green, President  
597 Old Mt. Holly Road, Ste. 301  
Goose Creek, South Carolina 29445

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CONCURRING, CONNECTING OR  
OTHER PARTICIPATING CARRIERS

1. Concurring Carriers – None
2. Connecting Carriers – None
3. Other participating Carriers – None

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CHECK SHEET

The Sheets of this tariff are effective as of the date shown at the bottom of the respective sheets. Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

1	Original
2	Original
3	1 <sup>st</sup> Revised*
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
20	1 <sup>st</sup> Revised*
21	Original
22	Original
23	Original
24	1 <sup>st</sup> Revised*
25	1 <sup>st</sup> Revised*
25.1	Original*
25.2	Original*
25.3	Original*
25.4	Original*
25.5	Original*
25.6	Original*
26	Original
27	Original
28	Original
29	Original
30	Original
31	Original
32	Original
33	Original
34	Original

\* New or Revised Sheet

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By:

Wayne Green, President  
597 Old Mt. Holly Road, Ste. 301  
Goose Creek, South Carolina 29445

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TARIFF FORMAT

- A. Sheet Numbering: Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially; however, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between pages 11 and 12 would be 11.1.
- B. Sheet Revision Numbers: Revision numbers also appear in the upper right corner of each sheet where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4<sup>th</sup> Revised Sheet 13 cancels 3rd Revised Sheet 13. Consult the Check Sheet for the sheets currently in effect.
- C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

2.  
2.1  
2.1.1  
2.1.1.A  
2.1.1.A.1  
2.1.1.A.1.(a)  
2.1.1.A.1.(a).I  
2.1.1.A.1.(a).I.(i)  
2.1.1.A.1.(a).I.(i).(1)

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- D. Check Sheets: When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current Revision Number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e.: the format, etc. remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on Commission file.

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

- D - Delete or Discontinue
- I - Change Resulting in an Increase to a Customer's Bill
- M - Moved from another Tariff Location
- N - New
- R - Change resulting in a Reduction to a Customer's Bill
- T - Change in Text or Regulation, but no change in Rate or Charge



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## SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

Access Line – An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access.

Authorization Code – A numerical code, one or more of which may be assigned to a Customer, to enable New Dimension to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

Commission – Used throughout this tariff to mean the South Carolina Public Service Commission

Company or New Dimension – Used throughout this tariff to mean New Dimension Communications, Inc. d/b/a Fast Phones a Louisiana Corporation.

Customer – The person or other legal entity which orders the services and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Dedicated Access – The customer gains entry to the Company's services by a direct path from the customer's location to the company's point of presence.

IAF - Intrastate Access Fee

LSCP - Local Service Provider Change Prohibited

Resp. Org. – Responsible Organization or entity identified by an 800 service Customer that manages and administers records in the 800 database and management system.

Telecommunications – The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, meters, or other similar communications.

Underlying Carrier – The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

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## SECTION 2 – RULES AND REGULATIONS

### 2.1 Undertaking of the Company

This tariff contains the regulations and rates applicable to local resale telecommunications services provided by New Dimension for telecommunications between points within the State of South Carolina. Resale services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff in compliance with limitations set forth in the Commission's rules. The Company's services are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this tariff. Customers interested in the Company's services shall file a service application with the Company which fully identifies the Customer, the services requested and other information requested by the Company.

The Company reserves the right to examine the credit record and check the references of all applicants and Customers prior to accepting the service order. The service application shall not in itself obligate the Company to provide services or to continue to provide service if a later check of applicant's credit record is, in the opinion of the Company, contrary to the best interest of the Company. The Customer shall be responsible for all charges due for such service arrangement. Any marketing efforts will clearly indicate to potential customers the nature of the transaction which is being offered. As a telephone utility under the regulation of the Commission, New Dimension does hereby assert and affirm that as a reseller of Local telecommunications services it shall not indulge or participate in deceptive

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or misleading telecommunications marketing practices to the detriment of consumers in South Carolina, and it shall comply with those marketing procedures, if any, set forth by the Commission.

Additionally, New Dimension shall be responsible for the marketing practices of its contracted dealers and for their compliance with this provision. New Dimension understands that violation of this provision could result in a rule to show cause as to the withdrawal of its certification to complete local telecommunications traffic within the State of South Carolina.

- 2.1.1 The services provided by New Dimension are not part of a joint undertaking with any other entity providing telecommunications channels, facilities or services.
- 2.1.2 The rates and regulations contained in this tariff apply only to the resale services furnished by New Dimension and do not apply, unless otherwise specified, to the lines, facilities or services provided by a local exchange telephone company or other common carrier for use in accessing the services of New Dimension.
- 2.1.3 The Company reserves the right to limit the length of communications, to discontinue furnishing services, or limit the use of service necessitated by conditions beyond its control including without limitation: lack of satellite or other transmission medium capacity; the revision, alteration or re-pricing of the Underlying Carrier's tariffed offerings; or when the use of service becomes or is in violation of the law or the provisions of this tariff.

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## 2.2 Use of Services

- 2.2.1 New Dimension's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2
- 2.2.2 The use of New Dimension's services to make calls which might reasonably be expected to frighten, abuse, torment or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of New Dimension's services without payment for service or attempting to avoid payment by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 New Dimension's services are available for use 24 hours per day, seven days per week.
- 2.2.5 New Dimension does not transmit messages, but the services may be used for that purpose.
- 2.2.6 New Dimension's services may be denied for nonpayment of charges or for other violations of this tariff.
- 2.2.7 Customers shall not use the service provided under this tariff for any unlawful purpose.
- 2.2.8 The customer is responsible for notifying the Company immediately of any unauthorized use of services.

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### 2.3 Liability of the Company

- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by the Underlying Carrier, an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.
- 2.3.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted.
- 2.3.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.
- 2.3.4 The Company's liability for damages, resulting in whole or in part from or arising in connection with the furnishing of service under this tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations shall not exceed an amount equal to the charges provided for under this tariff for the monthly service charge for the period during which the call was affected. No other liability in any event shall attach to the Company
- 2.3.5 The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability

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whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity or any other property whether owned or controlled by the Customer or others.

2.3.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.

2.3.7 The remedies set forth herein are excluding and in lieu of all other warranties and remedies, whether express, implied, or statutory, **including without limitation implied warranties of merchantability and fitness for a particular purpose.**

2.4 Responsibilities of the Customer

2.4.1 The Customer is responsible for placing any necessary orders and complying with tariff regulations. The Customer is also responsible for the payment of charges for services provided under this tariff.

2.4.2 The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by New Dimension on the Customer's behalf.

2.4.3 The Customer must use the services offered in this tariff in a manner consistent with the terms of this tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.

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## 2.5 LSCP

All telephone lines have a local service freeze on the line.

## 2.6 Cancellation or Interruption of Services

2.6.1 Without incurring liability, upon five (5) working days, defined as any day on which the company's business office is open or U. S. Mail is delivered, written notice to the Customer, New Dimension may immediately discontinue services to a Customer or may withhold the provision of ordered or contracted services:

2.6.1.A For non-payment of any sum due New Dimension for more than ten (10) days after issuance of the bill for the amount due,

2.6.1.B For violation of any of the provisions of this tariff,

2.6.1.C For violation of any law, rule, regulation, policy of any governing authority having jurisdiction over New Dimension's services, or

2.6.1.D By reason of any order or decision of a court, state or federal regulatory body or other governing authority prohibiting New Dimension from furnishing its services.

2.6.2 Without incurring liability, New Dimension may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with tariff operation of Customer and New Dimension's equipment and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.



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2.6.3 The Customer may terminate service upon thirty (30) days written or oral notice for the Company's standard month-to-month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service.

2.7 Credit Allowance

N/A

2.8 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission.

2.9 Deposit

The Company does not require deposits.

2.10 Payment and Billing

2.10.1 Service is provided and billed on a billing cycle basis, beginning on the date that service becomes effective. Billing is payable upon the same date each month.

2.10.2 The customer is responsible for payment of all charges for services furnished to the customer. Recurring charges and non-recurring charges are billed in advance. The initial billing may, at Company's option, also include one month's estimated usage billed in advance. Thereafter, charges based on actual usage during a month and any accrued interest will be billed monthly in advance.

2.10.3 All bills are presumed accurate, and shall be binding on the customer unless objection is received by the Company, oral or in writing, within the applicable statute of limitations. No credits, refunds, or adjustments shall be granted unless and until proper documentation is received/prepared by the Company within such limitation period.

2.11 Collection Costs

In the event Company is required to initiate legal proceedings to collect any amounts due to Company for regulated or non-regulated services, equipment or facilities, or to enforce any judgment obtained against a Customer, or for the enforcement of any other provision of this tariff or applicable law, Customer shall, in addition to all amounts due, be liable to Company for all reasonable costs incurred by Company in such proceedings and enforcement actions, including reasonable attorneys' fees, collection agency fees or payments and court costs. In any such proceeding, the amount of collection costs, including attorneys' fees, due to the Company will be determined by the court.

2.12 Taxes

All federal, state and local taxes, assessments, surcharges, and fees, including sales taxes, use taxes and municipal utilities taxes are billed as separate line items and are not included in the rates quoted herein.

### 2.13 Late Charge

A one-time late fee of \$10.00 monthly or the amount otherwise authorized by law, whichever is lower, may be added to any unpaid balance brought forward from the previous month's billing date.

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### SECTION 3 – DESCRIPTION OF SERVICE

#### 3.1 Computation of Charges

3.1.1 Basic service is a bundled pre-paid plan available to all residential customers residing in the Bell South, Sprint and Verizon exchanges of South Carolina. The Monthly Access Fee for basic service provides a Customer with single, voice grade dial tone line, which allows unlimited local calls on a flat or measured rate basis and includes sixty (60) minutes of intra and interlata Long Distance<sup>1</sup> calling within the Continental United States per billing cycle. Basic Service is provided with touch-tone as a standard feature. Basic Service is available with the optional features listed in Section 3.1.2. The optional feature charges will be applied in addition to the Monthly Access Fee.

Customer must access long distance platform by first dialing a toll free number and then must dial the ten-digit (10) termination number in order to complete the call.

<sup>1</sup> Long Distance calculated at a rate of \$0.019 per minute of usage with a \$.25 surcharge for each completed call.

3.1.2 The rates for local service and custom calling services are outlined below:

**Local Phone Service****Rate schedule 4.B****BellSouth Markets****Monthly Charges**

			<u>Maximum Rate</u>	
Monthly Access Fee	(Non-Lifeline Customers)	\$59.95	\$65.00	(T)
	(Lifeline Customers)	\$46.45	\$50.00	(T)
Business Plan	(Non-Lifeline Customers)	\$59.95	\$65.00	(T)
	(Lifeline Customers)	\$46.45	\$50.00	(T)
Platinum Plan	(Non-Lifeline Customers)	\$43.99	\$50.00	(T)
	(Lifeline Customers)	\$30.49	\$40.00	(T)
Gold Plan	(Non-Lifeline Customers)	\$39.99	\$45.00	(T)
	(Lifeline Customers)	\$26.49	\$30.00	(T)
Silver Plan	(Non-Lifeline Customers)	\$32.99	\$40.00	(T)
	(Lifeline Customers)	\$19.49	\$20.00	(T)
Prompt Pay Plan	(Non-Lifeline Customers)	\$43.50	\$50.00	(T)
	(Lifeline Customers)	\$30.00	\$40.00	(T)

**Custom Calling Features (Monthly)**

Call Forwarding	\$ 5.00	\$10.00	
Call Waiting	\$ 5.00	\$10.00	
Three-Way Calling	\$ 5.00	\$10.00	
Non-published Number	\$ 5.00	\$10.00	
Speed Dialing	\$ 5.00	\$10.00	
Call Return	\$ 8.00	\$16.00	
Caller ID	\$10.00	\$15.00	
Local Optional Service	\$20.00	\$15.00	
Inside Wiring	\$ 4.99	\$10.00	
Non-published and Private Number	\$ 7.00	\$14.00	
Toll Block	\$ 5.12	\$10.00	(N)

**Service Initiation Charges**

Connection Fee	\$60.00	\$70.00	(T)
Transfer	\$39.95	\$45.00	
Number Change	\$30.00	\$40.00	
Calling Feature	\$15.00	\$30.00	
Change Order Charge	\$15.00	\$30.00	
Processing Fee	\$30.00	\$40.00	
Toll Block	\$ 8.52	\$17.00	(N)

**Directory Assistance**

Local:	\$1.00	\$1.50
National:	\$1.75	\$3.00

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### 3.1.3 Silver Plan

Unlimited Local Calling  
911 Access

### 3.1.4 Gold Plan

Unlimited Local Calling  
911 Access  
Call Waiting Deluxe  
Caller ID with Name and Number Delivery

### 3.1.5 Platinum Plan

Unlimited Local Calling  
911 Access  
Call Block  
Call Return (\*69)  
Call Trace  
Speed Dial 8  
Three-Way Calling  
Call Waiting Deluxe  
Caller ID with Name and Number Delivery

### 3.1.6 Prompt Pay Plan

Unlimited Local Calling  
911 Access  
Call Waiting Deluxe  
Caller ID with Name and Number Delivery

### 3.1.7 Business Plan

Unlimited Local Calling  
911 Access  
Call Waiting Deluxe  
Caller ID with Name and Number Delivery  
UNE Zone 1  
Call Block  
Call Return  
Call Trace  
Repeat Dial  
Three Way Calling  
Call Forwarding  
Speed Dial 8  
Speed Dial 30

### 3.1.8 Customer Eligibility Criteria

New and existing customers are eligible for these plans if they meet the following requirements:

- A. Where applicable, customers must subscribe to New Dimension Local and Long Distance service for both intra and interstate long distance service
- B. Plans are for voice service only and cannot be used for any use deemed inconsistent with residential use by New Dimension.
- C. Plans are not available to customers with an account that bills to another number or is the recipient of charges billed from another number.

D. Plans are not eligible for customer lines associated with educational institutions (colleges, universities, etc) or businesses.

E. Unlimited access to long distance is for residential voice telephone service only and usage does not include multi-party conference calls, calls to 900 numbers, directory assistance, calling card, operator services, international calling, toll free numbers, chat rooms, telemarketing, commercial, facsimile (commercial), internet, automated dialing, special interest lines, and other non-residential use.

F. Unlimited access to long distance is not available for resale.

G. If New Dimension determines that usage is not consistent with typical residential customer usage, the customer, at the sole discretion of the company, may be subject to additional charges, loss of unlimited access to long distance service, or to an alternate plan.

H. For the purpose of the Deluxe Voice and Deluxe Unlimited Voice plans, typical residential usage is presumed to be total usage that does not exceed 2,000 minutes of intra and interstate usage per billing cycle, per account. New Dimension's long distance platform will automatically deny calls on accounts that have used the allowed 2,000 minutes. Customers who wish to continue unlimited access to long distance on New Dimension's platform can purchase additional blocks of time, in the form of New Dimension pre-paid calling cards, from an authorized New Dimension agent.

I. New Dimension reserves the right to verify that the customer meets the eligibility requirements. Customers who do not or no longer meet the eligibility requirements will not be eligible for plans.

J. New Dimension reserves the right to exclude certain terminating telephone numbers from this plan.



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3.1.9 Lifeline

(T)

## General

(A) The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket No. 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket No. 96-45, which complies with the Telecommunications Act of 1996.

(B) Lifeline is supported by the federal universal service support mechanism.

(C) Federal baseline support of eight dollars and twenty-five cents (\$8.25) is available for each Lifeline service and is passed through to the subscriber. An additional three dollars and fifty cents (\$3.50) credit is provided by the Company. Supplemental federal support of one dollar and seventy-five cents (\$1.75), matching one half of the Company contribution, will also be passed along to the Lifeline subscriber. The total Lifeline credit available to an eligible customer is thirteen dollars and fifty cents (\$13.50). The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.

(D) Designated Services Available To Lifeline Customers:

- (1) Single Party Service
- (2) Local Usage
- (3) Touch Tone Services
- (4) Voice Grade Access to the Public Switched Network
- (5) Access to Emergency Services
- (6) Access to Operator Services
- (7) Access to Interexchange Services
- (8) Access to Directory Assistance
- (9) Toll Limitation Service at No Charge

(T)

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3.1.9 Lifeline

(T)

Regulations

(A) General

(1) Customers eligible under the Lifeline program are also eligible for connection assistance under the Link-Up program.

(2) One low income credit is available per household at the same address and is applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low income assistance programs identified below.

(3) A Lifeline customer may subscribe to any local service offering available to other residential customers. Since the Lifeline credit is applicable to the primary residential connection only, it may not be applied to multiple lines in a package for local service.

(4) Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.

(T)

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3.1.9 Lifeline

(T)

## Regulations (Cont'd)

## (A) General (Cont'd)

- (5) No deposit will be required of a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
- (6) The Federal Universal Service Charge will not be billed to Lifeline customers.
- (7) Lifeline subscriber's local service will not be disconnected for non- payment of regulated toll charges. Local service may be denied for non-payment of local calls. Access to toll service may be denied for non-payment of regulated tolls.
- (8) At no time shall a customer's Lifeline rate go below zero.

## Eligibility

- (A) Customers are eligible if they participate in at least one of the following programs:

Supplemental Nutrition Assistance Program (SNAP)  
Medicaid  
Temporary Assistance to Needy Families (TANF)

(T)

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3.1.9 Lifeline

## Certification

- (A) Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for services; or eligible Lifeline subscribers may enroll in the Lifeline program by signing a document certifying under penalty of perjury that the customer participates in one of the Lifeline eligible programs and identifying the qualifying program. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.
- (B) The Company shall verify annually that its Lifeline customers meet the programs qualifications.
- (C) When a customer is determined to be ineligible as a result of reverification, the Company will contact the customer. Notification of impending termination will be in the form of a letter separate from the customer's monthly bill. If the customer cannot provide eligibility documentation within 60 calendar days, the Lifeline credit will be discontinued.

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3.1.9 Lifeline

(T)

## General

- (A) Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
- (B) Service Charges are applicable for installing or changing Lifeline service.
- (C) Link-Up connection assistance may be available for installing or relocating Lifeline service.
- (D) The Service Change Charge is not applicable when existing service is converted intact to Lifeline.
- (E) The total Lifeline credit consists of one federal credit plus one (1) Company credit

- (1) Federal credit

## Monthly Credit

All programs, one per Lifeline service \$10.00

- (2) Company credit

All programs, one per Lifeline service \$ 3.50

(T)

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3.1.10 Link-Up Program

(T)

## General

- (A) Link-Up is a program designed to increase the availability of telecommunications services to low income subscribers by providing a credit to the non-recurring installation and service charges to qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996.
- (B) Link-Up is supported by the federal universal service support mechanism.
- (C) A federal credit amount of fifty percent (50%) of the non-recurring charges for connection of service, up to a maximum of thirty dollars (\$30.00), is available to be passed through to the subscriber.

## Regulations

## (A) General

- (1) Customers eligible under Link-Up are also eligible for monthly recurring assistance under the Lifeline program.
- (2) Link-Up connection assistance is available per household and is applicable to the primary residential connection only.
- (3) The Link-Up credit is available each time the customer installs or relocates the primary residential service.
- (4) To receive the credit, proof of eligibility must be provided within 30 days after installation of service.
- (5) The total tariffed charges for connecting service, including service and other installation charges, are considered in the credit calculation.

(T)

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3.1.10 Link-Up Program

(T)

## (B) Eligibility

- (1) To be eligible for a Link-Up credit, a customer must be a current recipient of any one of the low income assistance programs set forth below:

Supplemental Nutrition Assistance Program (SNAP)

Medicaid

Temporary Assistance to Needy Families (TANF)

## (C) Certification

- (1) Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for services; or eligible Lifeline subscribers may enroll in the Link-Up program by signing a document certifying under penalty of perjury that the customer participates in one of the Link-Up eligible programs and identifying the qualifying program. When eligibility documentation is provided subsequent to installation, the Link-Up credit will be issued. Additionally, the Lifeline credit will be provided on a going forward basis.
- (2) The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Link-Up plan.

(T)

### 3.1.10 Link-Up Program

#### Rates and Charges

- (A) The federal credit available for a Link-Up connection is thirty dollars (\$30.00) maximum or fifty percent (50%) of the installation and service charges from this Tariff, whichever is less.



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### 3.2 Customer Complains and/or Billing Disputes

Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

597 Old Mt. Holly Road, Ste. 301  
Goose Creek, South Carolina 29445  
(888) 588-6766

Any objection to billed charges should be reported promptly to New Dimension. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. If over-billing of a subscriber occurs, due to either Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount over-billed. In the event that the Company willfully overcharged any Customer, the Company shall refund the difference plus interest as prescribed by the Commission.

All Customer complaints are subject to the jurisdiction of the Commission which may be contacted at the following address and telephone number:

State of South Carolina  
Public Service Commission  
P.O. drawer 11649  
Columbia, SC 29211  
800-922-1531

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### 3.3 Level of Service

A customer can expect end-to-end network availability of not less than 99% at all times for all services.

### 3.4 Service Offerings

#### 3.4.1 1+ Dialing

New Dimension offers local residential service only and restricts all 1+ dialing. Additionally, New Dimension employs the use of customized code restrictions which permit local calls, non-chargeable calls such as repair service, emergency numbers (911) and 800 calling. Types of calls that are restricted are 0-,0+,DDD 1+, 1+900. 1+555-1212 and 1+NPA-555-1212,411,976,IDDD01 and IDDD011+.The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions.

#### 3.4.2 Emergency Call Handling Procedures

Emergency 911 calls are not routed to Company but are completed through the local network at no charge.

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### 3.4.3 Promotional Offerings

The Company may, from time to time, make promotional offerings to enhance the marketing of its services. These offerings may be limited to certain dates, times and locations. The Company will notify the Commission of such offerings as required by Commission rules and regulations. All promotional offerings will receive Commission approval prior to commencement of such offerings.

### 3.4.4 Prompt Pay Discount

Residential customers who pay their account balance in full on or before the account due date will receive a Prompt Pay Discount in the amount of \$10.00. In anticipation of timely payment, the Prompt Pay Discount is applied to the customers account at the time of billing.

The Prompt Pay Discount will be removed from an account where payment in full has not been received by the due date.

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### 3.4.5 Non-Optional Extended Area Service

Non-Optional Extended Area Service provides usage sensitive billing for calls to locations outside a customer's normal flat rate local calling area. The exchanges where Non-Optional Extended Area Service is required are:

Andrews, Conway, Elloree, Georgetown, Myrtle Beach, N. Myrtle Beach, Pawley's Island, Santee, and Woodruff.

Usage will be billed at \$.05 per minute (maximum \$.10 per minute) and will apply in addition to the charge for local exchange service. Customers may elect optional detailed billing for measured rate calls originating from these exchanges. The charge for detailed billing is \$2.00 per month (maximum \$2.50 per month).

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### 3.4.6 End User Access Service

The Company will provide End User Access Service (End User Access) to end users who obtain local exchange service from the Company under its local tariff. End users who obtain local exchange service from the Company under its local tariff are subject to the Intrastate Access Fee (IAF) as specified in this Section.

#### 3.4.1 General Description

End User Access Service as described in this Section relates to the use by an end user of an end user common line, used to originate or terminate intrastate calls.

#### 3.4.2 Limitations

- (A) A telephone number is not provided with End User Access.
- (B) Detail billing is not provided with End User Access.
- (C) Directory listings are not included with End User Access.
- (D) Intercept arrangements are not included with End User Access.

#### 3.4.3 Undertaking of the Company

The Company will provide use of End User Access at rates and charges as set forth in 3.4.7 following, as follows:

- (A) Use of a common line by an end user with local exchange service in connection with intrastate Access Services provided under this tariff. Such use will be provided when the end user obtains local exchange service.
- (B) The Company will be responsible for contracts and arrangements with customers for the billing of End User Access rates.
- (C) Use of a common line by an End user for access to intrastate service arrangements (e.g. Toll Free Service, NPA+555+1212 service, and other similar service arrangements).
- (D) Use of a common line requires the facilities at the End User premises to have the necessary on-hook and off-hook supervision.

#### 3.4.4 Obligations of the End User

When the end user is provided with a local exchange service that is not identified as Business or Residence service, it shall provide the Company any requested information necessary for the Company to determine the appropriate charges.

#### 3.4.5 Payment Arrangements and Credit Allowances

(A) Minimum Period

The minimum period for which End User Access is provided to and end user and for which charges are applicable is thirty (30) days.

(B) Payment of Rates and Charges

The regulations that apply to the rates and charges for End User Access are the same as those that apply to local exchange service.

(C) Cancellation of Application

End User Access is considered cancelled when the order for the associated local telephone exchange service is cancelled.

(D) Changes to Orders

When changes are made to orders for the local exchange service associated with End User Access, any necessary changes will be made for End User Access.

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### 3.4.6 Rate Regulations

IAF per month charges will be billed to the end user of the associated local exchange service. The rate applications are described in (A) through (G) following.

- (A) The IAF residence subscriber regulations are designated as either primary or non-primary. In most cases only one line at a service location can be classified as primary, all other are considered to be non-primary.
- (B) When the Company provides an end user more than one local business exchange service the IAF for a multi-line business subscriber applies to each such local business exchange service.
- (C) When the Company provides an end user only a single individual local business exchange service within the state, the Individual Line Business Subscriber IAF applies to the individual line business.
- (D) When the Company provides an end user a local residence exchange service, the IAF applies to each such local residence exchange service on a Primary and Non-Primary basis.
- (E) When an end user is provided a local exchange service that is not identified as Business or Residence (e.g. local service), the Company will designate the service as either Business or Residence Service. The IAF for Business or Residence will apply.
- (F) The IAF shall be credited in full for residential local exchange service if the end user is eligible for the Company's Telephone Assistance Program. To be eligible, an end user must participate in one of the low-income assistance programs defined in the Incumbent LEC's current and effective Tariff on file with the Commission.

(G) In response to competition in an exchange, the Company may reduce or waive the IAF in a manner that is not unreasonably discriminatory.

#### 3.4.7 Intrastate Access Fee (IAF) Rates and Charges

	<u>Monthly Rate</u>	<u>Maximu Rate</u>
(1) Residential Subscriber, Per line or trunk		
- Primary	\$1.50	\$2.00
- Non-Primary	\$1.50	\$2.00
(2) Individual Line Business Subscriber, Per line or trunk	\$4.00	\$4.50
(3) Multi-Line Business Subscriber, Per line or trunk	\$4.00	\$4.50

#### 3.4.7 OSS RECOVERY

In addition to other charges that may be applicable under this tariff, a monthly recurring charge of \$1.50 (maximum rate \$1.75) will be imposed by Company to partially defray the cost of providing service to the customer through the Incumbent LEC's Operational Support System(s).

#### 3.4.8 Federal and State Access and Assessment Line Charges

	<u>Monthly Rate</u>	<u>Maximu Rate</u>
FCC Subscriber Line Charge	\$6.50	\$7.00
FCC PICC Charge	\$0.53	\$1.10
Emergency 911	\$1.00	\$1.50
Telecommunications Relay Service	\$0.15	\$0.30



#### SECTION 4 – CURRENT RATES

##### 4.1 Universal Service Fund Assessment & Presubscribed Interexchange Carrier Charge

The Customer will be assessed a monthly Federal Universal Service Fund contribution charge on all telecommunications services, which in no event shall be less than the prevailing contribution percentage rate charged the Company on intrastate traffic by the Universal Service Administrative Company (or any successor). A Presubscribed Interexchange Carrier Charge (“PICC”) applies on a monthly basis to all Customer monthly bills at the prevailing rate.

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By:

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